

### ABSTRACT OF THE DISCLOSURE

- 5 A system, method and program product for diagnosing, controlling and collecting information from devices. Information regarding events of a target application executing in an application unit is collected and formatted into one of multiple data formats for transmission through one of multiple communication protocols using at least one shared system resource. The formatted data is transmitted through, e.g., e-mail or FTP to a predetermined destination or may be saved to local storage, e.g., a local disk. By sharing resources, code duplication is reduced or eliminated.